

## **POLICE COMMUNICATIONS TECHNICIAN**

### **DEFINITION**

Under general supervision, is responsible for receiving and evaluating incoming requests for emergency services (fire, police and medical) and dispatching police protection services; performs related duties as required.

**EXAMPLES OF WORK** (Any one position may not include all of the duties listed, nor do the examples cover all of the duties that may be performed.)

Answers telephone calls from the Enhanced-911 system, non-emergency, TDD or TTY, and other telephone lines;

Answers cellular 911 calls and determines location of incident using resources available and transfers the calls to correct jurisdictions when necessary;

Verifies information received from caller by viewing automated identification and location systems and obtains the necessary information from the caller to describe the emergency situation, if at all possible;

Asks questions of callers and obtains descriptions which are related to the situation being reported to decide upon the appropriate course of action and to determine the appropriate priority and classification of the incident;

Views multiple computer monitors and maps, enters and forwards information using the CAD system with over 100 separate computer commands;

Marks cruisers into and out of service, updates badge information, monitors status and location of assigned cruisers, and updates cruiser status as needed;

Evaluates information received and determines priority and appropriate course of action to be taken;

Determines cruiser to be assigned based upon priority of run and the number of cruisers needed to answer a call;

Dispatches calls for service using established run-priority lists and assigns cruisers and/or supervisors as required;

Communicates with officers via mobile computers to relay information off the air when information is sensitive, to provide detailed information, or to stay aware of personnel activities;

Monitors and handles the demand for service on talk groups and makes notifications to supervisors, others within the Division, and other agencies as needed;

Operates computerized and electronic two-way radio consoles to dispatch police cruisers and tow trucks and to relay messages to police personnel in the field;

Performs queries on suspects, license plates, etc. for police officers and other authorized personnel using a computerized national, state, and regional crime information system;

Utilizes reference materials such as maps, directories and street locators in order to provide information to dispatched units or to refer citizens to others within the Division or other agencies;

Advises citizens of dispatching goals and calls citizens back concerning time delays or other pertinent information;

May train entry level personnel; prepares detailed documentation of training;

May prepare informal written reports.

### **MINIMUM QUALIFICATIONS**

Completion of the twelfth school grade. Substitution(s): A certificate of high school equivalence (GED) will be accepted in lieu of a high school diploma.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Considerable knowledge of basic spelling and English usage; general knowledge of procedures for data entry using a computer; skill to type 30 words per minute; ability to see, to read and/or to verify the accuracy of ALI and ANI information, CAD information, and comparable computer screens; ability to respond to simultaneously presented visual stimuli; ability to hear to understand information received by telephone and radio; ability to speak clearly and concisely; ability to follow instructions; ability to make decisions in the absence of clear cut guidelines; ability to perform multiple tasks simultaneously; ability to assess and prioritize information received quickly; ability to operate a mechanical keyboard; ability to recall information; ability to read a map or street locator; ability to locate principle streets, natural landmarks, major buildings and institutions; ability to understand and communicate standard descriptions of persons or vehicles; ability to maintain effective relations with superiors, associates and the public.

Probationary Period: 365 Days  
Examination: Competitive

Class Code: 3004  
Job Family: Office and Administrative Support  
EEO Job Category: Technician  
Compensation Plan: AFSCME  
Salary: Range 25-28

Class established: 03-17-86  
Current spec: 11-08-04  
Commission action taken: Revise  
Last reviewed: 11-08-04